

## Registration for the Online License Renewal Training (FY22 Liquor License)

### Requirements for the Virtual Server Training:

- Desktop computer or laptop
- Internet access
- Email address

### Instructions:

1. Go to our web page (<http://www.honolulu.gov/liq>).
2. Click on the "Event Calendar" tab.
3. Click on the date you want to attend.

City and County of Honolulu  
**Honolulu Liquor Commission**  
We recommend that you use the most current version of Google Chrome.  
[Click here to download the latest version.](#) Mahalo!

**AlohaQ**  
[CLICK to Schedule an Appointment](#)

Calendar View | List View

By Year | By Month | By Week | Today | Search

Monthly View | April, 2021

	March	April, 2021					May
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
13	28	29	30	31	1 04:00pm FY21 - 37th LIQ ...	2	3
14	4	5 10:00am Virtual Server ...	6	7 10:00am Virtual Server ...	8 04:00pm FY21 - 38th LIQ ...	9 10:00am Virtual Server ...	10
15	11	12 10:00am Virtual Server ...	<b>Online License Renewal Training</b> Tuesday, April 27, 2021 10:00am - 11:30am Single event			16 10:00am Virtual Server ...	17
16	18	19 10:00am Virtual Server ...	20	21	22 04:00pm FY21 - 39th LIQ ...	23 10:00am Virtual Server ...	24
17	25	26 10:00am Virtual Server ...	27 10:00am Online License ...	28 10:00am Virtual Server ...	29 10:00am Online Training ... 04:00pm FY21 - 41st LIQ ...	30 10:00am Virtual Server ...	1

4. Once you select a date, the Event Details will appear.

5. Review the information, then click on the ZOOM Link.

### Online License Renewal Training

Tuesday, April 27, 2021, 10:00am - 11:30am

**Event Detail:**

#### LCIS License Renewal Training Session

Pre-registration is required to attend this online training session. If you have any questions or want to schedule an equipment (audio/video) check before the session, contact our technical support at [doh@honolulu.gov](mailto:doh@honolulu.gov).

[Virtual Training Information/Guides](#)

**Requirements:**

- Computer or laptop with internet Access
- Personal email addresss

**Registration Instructions:**

1. Click on the Zoom Link to register for the training session:  





<https://zoom.us/j/98336847087>
2. Once approved, you will receive a confirmation email from LIQ WebHost with a link to join the session.

For more information about this training session, contact Licensing Support, [HLC@honolulu.gov](mailto:HLC@honolulu.gov)

Sample Zoom Link

6. Fill out the ZOOM Registration Form.

#### Meeting Registration



Topic      Online License Renewal Training - 04/27/2021

Description      Online Training - How to Renew your Liquor License using LCIS

Time      Apr 27, 2021 10:00 AM in Hawaii

First Name\*

Last Name\*

Email Address\*

Confirm Email Address\*

Address\*

City\*

Zip/Postal Code\*

State/Province\*

Choose One...

Phone\*

Organization\*

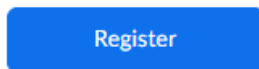
\* Required information

Register

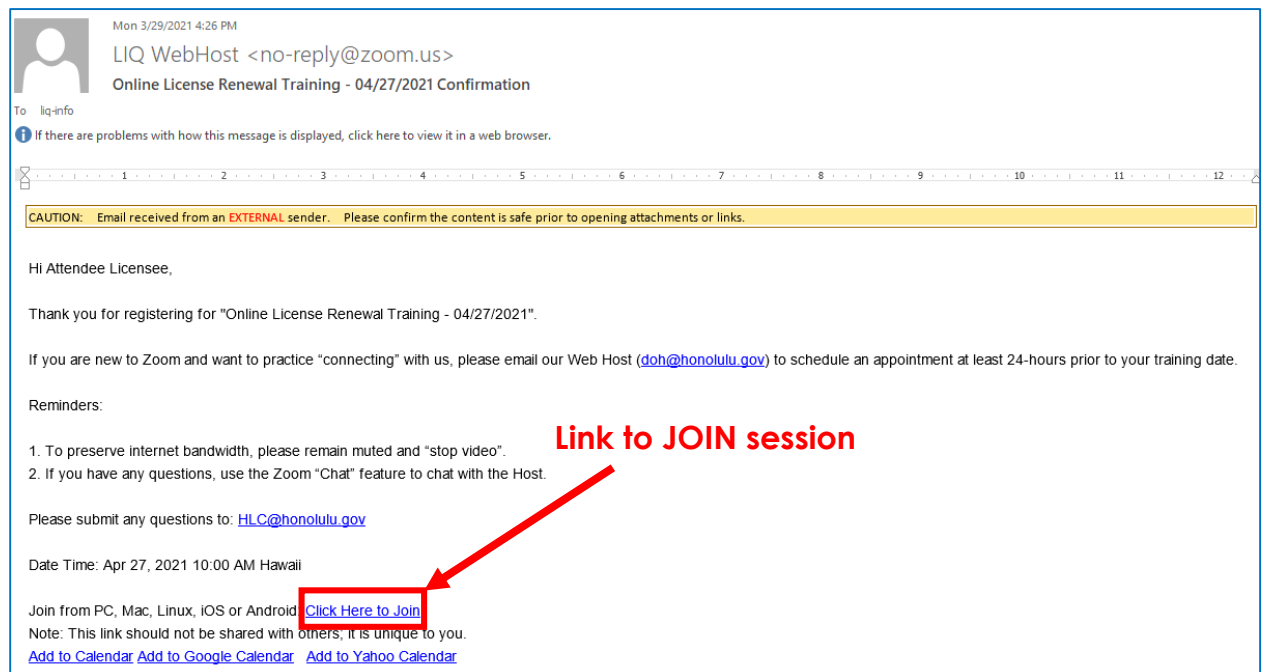
7. Use the guide below to enter the proper data in the Registration Form.

Registration Field	What to enter
First name	IMPORTANT: Enter your "First Name"
Last name	IMPORTANT: Enter your "Last Name"
Email address	IMPORTANT: Enter your email address. (Your registration confirmation is sent to this email address.)
Confirm Email Address	Enter your email address again.
Address	Enter your address.
Zip/postal code	Enter the Zip Code
State/province	Enter the State
Phone number	Enter your phone number (with area code)
Organization	Name of liquor licensed premises. (To get a (If observing class, type in "Observer".

8. Once you complete the Registration Form, click the "Register" button at the bottom right of your screen.

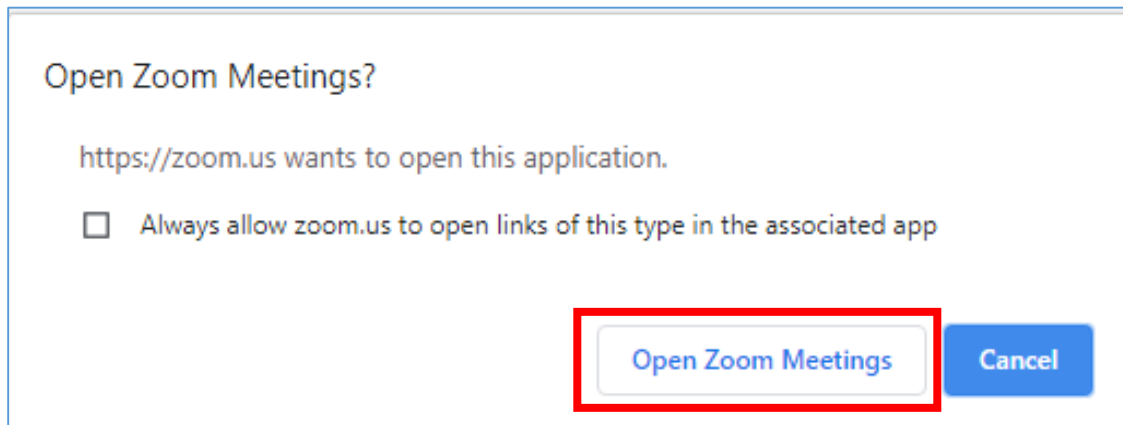


9. Shortly after registering, you will receive an email confirmation from "LIQ WebHost" containing a unique link.

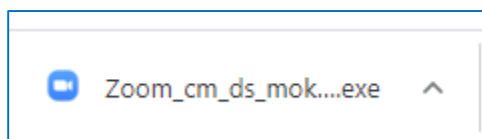


## **Joining Meeting**

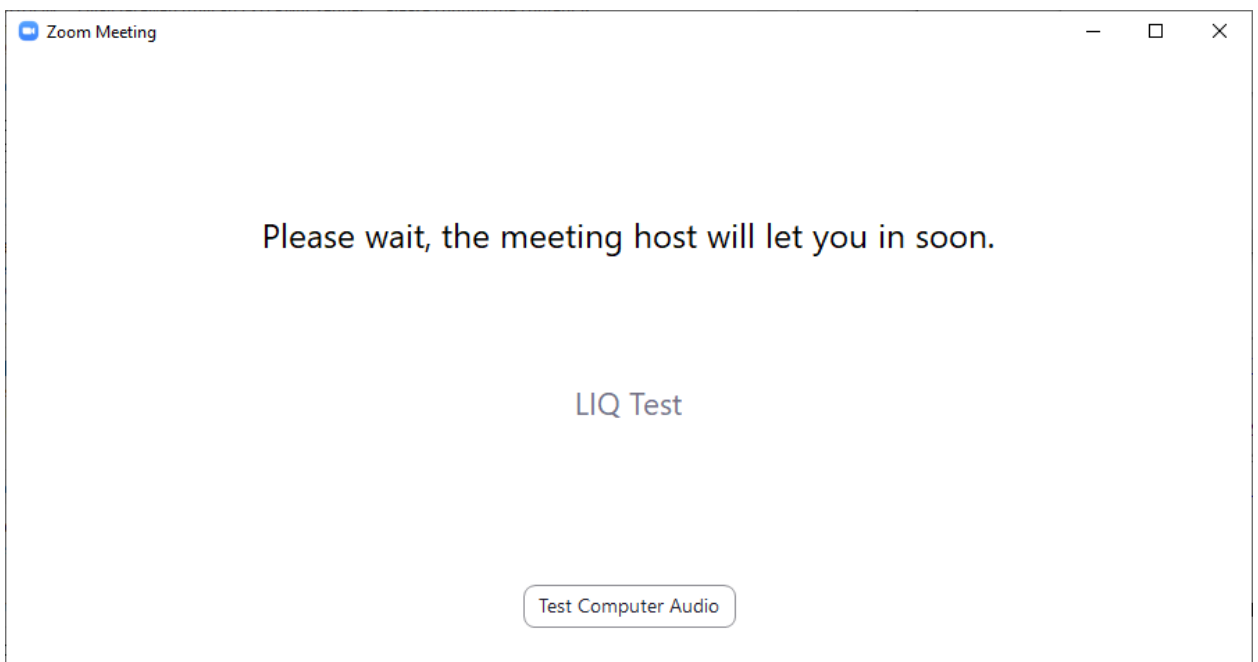
1. After selecting to join meeting, click on “Open Zoom Meetings” in the windows dialogue box.



If first time accessing Zoom, a temporary application will be downloaded to your computer (bottom right). Click on the temporary application to activate Zoom.

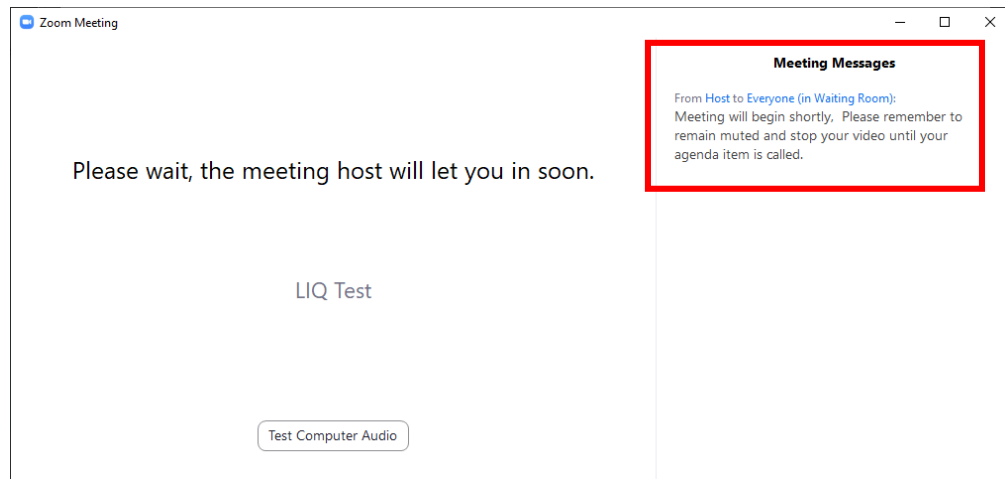


2. Zoom will populate and you will be placed in the waiting room, for the host to admit you to the meeting.

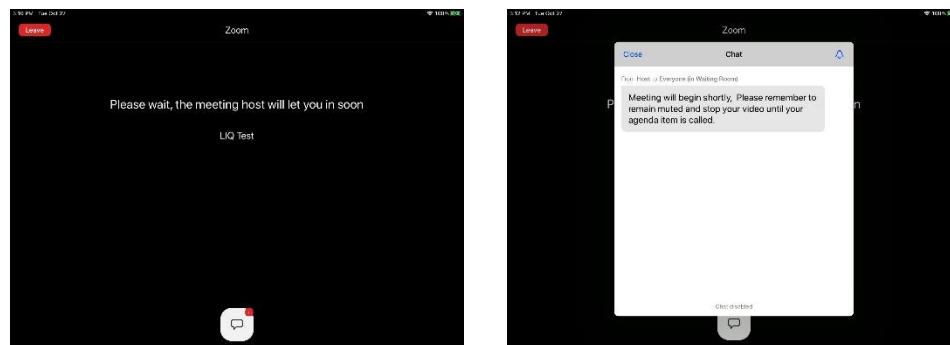


While waiting for the meeting to start, the Zoom Host may send a message to all in the waiting room.

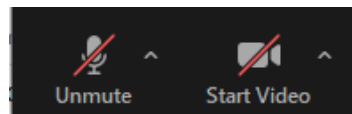
#### Desktop/Laptop Computer screen view (Waiting Room)



#### Mobile Device view (Waiting Room)



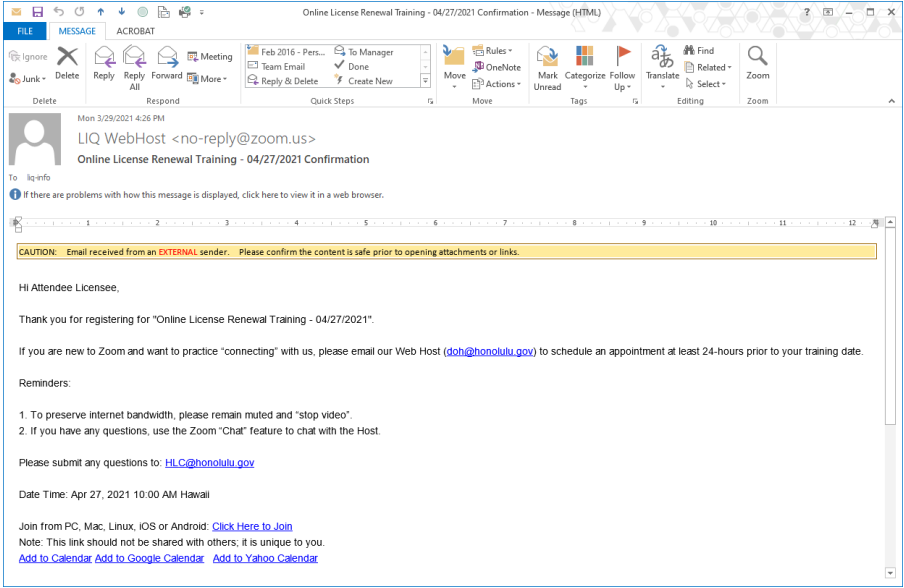
3. Once admitted, you will be taken to the live meeting. Please remain muted and hide your camera. Your microphone and video icon (bottom of screen) should have a red slash, indicating microphone is muted and camera is hidden.

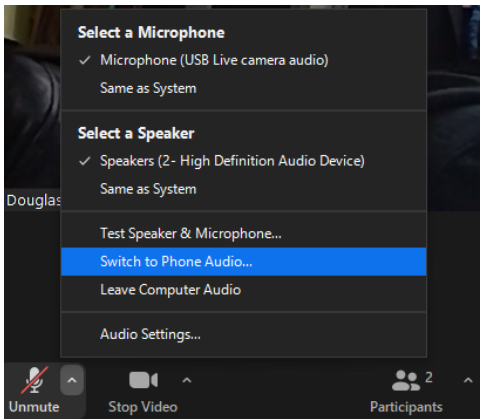


Upon entry to live meeting:

Zoom defaults to using "Computer Audio".

## Troubleshooting:

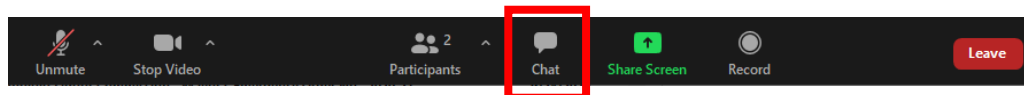
<p>Unable to locate the Registration link</p>	<p>Click on the Zoom registration link found in the Liquor Commission's Event Calendar:</p> <p><a href="http://www.honolulu.gov/liq/event-calendar/month.calendar/">http://www.honolulu.gov/liq/event-calendar/month.calendar/</a></p>
<p>Registered but can't find the link to join the training session</p>	<p>Once you register for the Online License Renewal Training, a confirmation email is sent from "LIQ WebHost". Look for that email.</p>  <p>The screenshot shows an email from LIQ WebHost &lt;no-reply@zoom.us&gt; titled "Online License Renewal Training - 04/27/2021 Confirmation". The email body includes a caution about external senders, a greeting to the attendee, a thank you for registration, instructions on how to connect to the Zoom meeting, and reminders to mute and use chat. It also provides a link to submit questions to HLC@honolulu.gov and a date/time of April 27, 2021, 10:00 AM Hawaii.</p> <p>If you are unable to find the email, contact Licensing Support (<a href="mailto:HLC@honolulu.gov">HLC@honolulu.gov</a>) to resend the session link to you.</p>
<p>Using Mobile device</p>	<p>Go to mobile device store (i.e., Apple App Store, Google Play Store, etc.) and download Zoom app.</p> <p>After installing Zoom app, click on Zoom and enter meeting ID (found on the event calendar), then select "Join". Enter your name and email address and click "Ok". If you have not pre-registered, you will need to register.</p> <p>Join meeting.</p> <p>Note: Meeting control buttons are on the top of the screen for mobile tablets.</p>

<p>No Computer Audio</p>	<p>If you have no computer audio, switch to phone audio.</p> <ol style="list-style-type: none"> <li>1. Click on the error next to the microphone icon and select "Switch to Phone Audio..."</li> </ol>  <ol style="list-style-type: none"> <li>2. Select a phone number, dial the phone number, enter the meeting ID, and participant number. You will be connected by phone.</li> </ol>
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### **Contacting the Host.**

Prior to the start of the Online License Renewal Training session, the Zoom Host may be contacted by email: [HLC@honolulu.gov](mailto:HLC@honolulu.gov) or by phone: 808-768-7323.

During the meeting, if you need to chat with the Zoom Host, click on the "chat" button at the bottom of your screen.



The Zoom Host may send chat messages to participants. Please be aware of messages in your chat box.

